

REQUEST FOR QUALIFICATIONS

MARICOPA REGIONAL HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) PLANNING PROJECT

July 20, 2001

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PUBLIC NOTICE

REQUEST FOR QUALIFICATIONS MARICOPA REGIONAL HOMELESS MANAGEMENT INFORMATION SYSTEM PLANNING PROJECT

The Maricopa Association of Governments (MAG) is requesting a Statement of Qualifications from interested parties to contract with MAG to design and develop an implementation plan for a countywide Homeless Management Information System. The estimated time frame for the project is approximately 8 months, ending June 30, 2002.

Detailed project requirements may be obtained by contacting the MAG office at the address indicated below or by visiting the MAG Website at www.mag.maricopa.gov/Newpages/rfp.htm. For further information, please contact Suzanne Quigley at (602) 254-6300 or email to squigley@mag.maricopa.gov.

Statements of qualifications will be accepted until 12 p.m. (Mountain Standard Time) on Thursday, August 16, 2001 at MAG, 302 North 1st Avenue, Suite 300, Phoenix, Arizona 85003.

A Respondents Conference will be held on August 6, 2001 at 10:00 a.m. in the MAG Saguaro conference room, 2nd floor.

SCOPE OF PROJECT

BACKGROUND

The Maricopa Association of Governments (MAG) is a Council of Governments that serves as the regional agency for the metropolitan Phoenix area. It is comprised of 24 cities and towns, two Indian Communities and Maricopa County. The Arizona Department of Transportation and the Citizens Transportation Oversight Committee also sit on the Regional Council. MAG provides a regional forum for analysis, discussion and resolution of issues in transportation, air quality, environment, regional development and human services.

As part of its human services activities, MAG facilitates a regional year-round homeless planning effort. A component of the planning effort is the preparation and submission of the U.S. Department of Housing & Urban Development (HUD) McKinney Continuum of Care Grant for the Maricopa region. As a requirement of future funding, HUD has recently mandated that all Continuum of Care applicants develop a regional *homeless management information system* (HMIS) by 2004. This requirement will assist in developing more accurate data on the number of unduplicated homeless people at local, state, and national levels. HUD has requested that regions provide a *technical submission* detailing the off-the-shelf software package and hardware that needs to be purchased to implement their regional system by March 2002. A few regions have already developed their systems. Information on these regions can be accessed through the HUD Website: <http://www.hud.gov>.

Potential bidders may also find it helpful to review the following documents via the MAG website (<http://www.mag.maricopa.gov>):

- The Seattle/King County Safe Harbors Project – a model homeless management information system; and
- The Project Narrative for the Maricopa County Regional Homeless Management Information System grant proposal submitted to HUD as part of the 2001-2002 MAG Continuum of Care grant application– this proposal was sponsored by Community Information & Referral (the “operating agency”) to support the hardware, software, and personnel *to implement* a regional homeless management information system.

MAG has secured funding to hire a CONSULTANT to oversee the planning phase (Phase 1) of the HMIS Project. Phase 1 includes a comprehensive assessment and design of a system to meet local needs. Expertise will be needed in the following areas: convening groups, working with agencies to develop a common vision, goals and procedures, and technical expertise to construct a system which meets the community vision and goals. The CONSULTANT who is awarded this contract for the planning phase will be precluded from applying for Phase 2 of the Project – full implementation of the system (See “Project Narrative” referred to above). This preclusion is necessary based upon federal procurement rules.

GOALS AND OBJECTIVES

MAG is seeking a CONSULTANT to assist in improving the effectiveness of the countywide response to homelessness among individuals, families, and youth through the assessment and design of a computerized, coordinated intake and referral system. The overall goal of the system is to *improve the quality of client services* by achieving the following objectives:

- Providing faster linkage to appropriate housing, benefits, and services;
- Identifying gaps in the services system;
- Calculating an unduplicated count of homeless individuals in Maricopa County; and
- Improving the availability of data to assist the region in making planning and funding decisions about services for homeless people.

ADMINISTRATION OF THE PROJECT

The administrative management of the project will be performed by MAG. The MAG Project Manager will provide guidance to the CONSULTANT and evaluate the deliverables. Monthly progress reports will be submitted to the MAG Project Manager. It is anticipated that this project will be completed within the time contracted with the CONSULTANT.

PROJECT DESCRIPTION AND TASKS

The CONSULTANT will design and develop an implementation plan for the countywide HMIS Project. The plan will include a proposed system design (including needed hardware, software, staffing, and training at both the provider and central server levels), a budget proposal for implementation of the proposed system, and specific action steps to implement the system. The CONSULTANT will conduct the design steps necessary to create these implementation plans and will work closely with MAG Continuum of Care Regional Committee on Homelessness, a regional stakeholders group comprised of representatives from local, county, federal and state government, nonprofit service providers, businesses, foundations, faith-based institutions, and other interested community members.

The purpose of the following section is to outline the major tasks that MAG desires the CONSULTANT to carry out in order to produce the required services and deliverables. The CONSULTANT is encouraged to be creative in developing a sound analytical approach which achieves the goals for this Project. Under the direction of Project Managers from the MAG Information Services and Human Services staff, the CONSULTANT will provide the following services and deliverables:

- TASK 1 Refine Scope of Project** – The CONSULTANT will meet with the MAG Project Managers to refine the Scope of Services and Project Schedule. The CONSULTANT will also work with the Project Managers to seek innovative and cost-effective methods to adjust items within the Scope of Services to avoid exceeding the project budget due to scope revisions. The CONSULTANT will prepare documentation of any such revision, including a revised labor/dollar allocation and project task breakdown, and submit the revision to MAG for approval.

The CONSULTANT will hold monthly status meetings with the Project Managers, meet and/or communicate with the Continuum of Care Planning Subcommittee and MAG staff to ensure smooth project coordination.

Deliverable: A refined Scope of Work with a detailed Project Schedule.

- TASK 2 Develop and Facilitate HMIS Project Advisory Group and Subgroups** — Convene a policy level Advisory Group composed of both technical and non-technical stakeholders, and various Subgroups as necessary, to assist in the development of the design and implementation plan. Identify and implement a process for citizen input and participation to the Advisory Group throughout the planning process. Coordinate functions to ensure that all members of the Advisory Group are fully informed and engaged in group activities, that all relevant stakeholder groups (technical and non-technical) are represented, and that the logistics are in place for these meetings. Facilitate Advisory Group meetings necessary to gather input on the design and implementation of the system.

Deliverables:

1. Names, affiliations, and role of Advisory Group and Subgroup members.
2. A plan for securing stakeholder input.
3. Meeting minutes within one week of each meeting.

- TASK 3 Conduct Community Assessment and Project Directives** – Conduct an analysis of strengths, weaknesses, opportunities, and threats affecting the development and implementation of the HMIS Project in conjunction with stakeholder participation and analysis.

Deliverable: Working Paper #1, documenting the evaluation of the community readiness, the formation of the Advisory Group and Subgroups, and the development of project strategy and directives, including an assessment of the political challenges/issues to be addressed in order to implement such a system.

- TASK 4 Create a Statement of Community Needs and Vision** – Work with the Advisory Group to craft an image of a successfully achieved countywide HMIS Project.

Deliverable: Working Paper #2, detailing guiding principles, vision and project statement of operational goals and objectives.

- TASK 5 Establish Criteria for the Successful Implementation of the System** - Develop detailed criteria necessary to identify the appropriate off-the-shelf software package and hardware that will be needed to successfully implement the desired system. The criteria shall be based on the following components/requirements:

- Type of report-making and data analysis desired

- Maintenance capability
- Levels of security
- Scalability
- Upgradability
- Sharability/Privacy/Confidentiality
- Others as identified by the Advisory Group

The CONSULTANT will review existing HMIS systems to assist in this determination and policy development process. The CONSULTANT will present this review to the Advisory Group and explain the pros and cons of each software package and hardware choices. The CONSULTANT will work with the Advisory Group to ensure acceptance of the system recommendation.

Deliverable: Working Paper #3, providing information on existing HMIS Systems, reviewing the features listed above, including the Advisory Group's policy statements on each of the criteria, and recommending the off -the-shelf software and hardware to meet the community needs, vision, and established criteria.

- TASK 6 Define Detailed System Requirements** – Develop specifications of the services and support expected to be obtained after the purchase of the equipment and implementation of the system design. Specifications will be drawn at the countywide network level (the requirements set forth as a community), the site level (the requirements to effectively support the provision of services and administration of providers), and case or individual level (the requirements to effectively provide a tangible benefit to the client). Activities will include defining requirements for:
- Basic data collection;
 - Extended data collection;
 - Criteria for data aggregation; and
 - Others as defined by the Advisory Group.

Deliverable: Working Paper #4, defining system requirements at the network, site, and case levels.

- TASK 7 Recommend Technical Infrastructure** – Recommend system hardware, software, network design, and telecommunications for the central server, large providers, and small providers based on privacy protections, access to data procedures, back-up, system insurance needs, and life cycle management.

Deliverable: Working Paper #5, detailing the entire infrastructure design recommendations.

- TASK 8 Establish Decision and Coordination Structures** – Formulate policies and procedures on access to data among stakeholders (including funders, service providers, etc.) and the community. Policies will address sharing client data

among agencies, maintenance of the aggregate database, privacy protection for clients with records in the system, ensuring accuracy and consistency of data, and procedures for insurance for the system. A meeting will be held with the necessary stakeholder representatives to formulate these policies.

Deliverable: Working Paper #6, listing the privacy protections, data access and sharing policies, and system and maintenance requirements in the form of a Policies and Procedures Manual.

TASK 9 Assess Current Capacity – Provide an assessment of the capabilities of the provider agencies and operating agency to engage in the project (technical readiness, current knowledge and availability of computers and telecommunications, programmatic complexity, status and support of client and administrative processes, staff and organizational readiness). Recommend additional training, services, resources and organization needed.

Deliverable: Working Paper #7, recommending training, specialized services, equipment resources, staffing, and organization for both the provider agencies and the operating agency, including timing and costs.

TASK 10 Conduct Economic Feasibility Assessment – Identify resources (including state, federal, private, and nonprofit resources) that may be leveraged for the development and implementation of the HMIS Project, as well as existing needs for further resources. In addition, develop a cost analysis for full implementation of the system over time, identify funding sources, and develop a system budget. Present budget options and scenarios that balance priorities with costs to the Advisory Group, the Continuum of Care Regional Committee on Homelessness and Planning Subcommittee for their consideration. The overall assessment will include cost analysis of staff over time, possibility of stipends for individual programs to implement the system, cost sharing among stakeholders, software and hardware needs over time, central administration, and technical support.

Deliverable: Working Paper #8, providing a detailed system budget description and description of possible funding options (including likely funding resources) that could be pursued for the development and implementation of the system to the Advisory Group and Continuum of Care Regional Committee on Homelessness - Planning Subcommittee by January 21, 2002.

TASK 11 Create Evaluation Framework – Propose a methodology for a reporting/accountability framework to be used to evaluate the region's homelessness response. This will measure improvement of on-site administration and improvement of client support, as well as identify stakeholders, custodians, and presenters of data in system level reports. It will also include the development of criteria and a process for the Advisory Group to review the effectiveness of the system on a continual basis, utilizing benchmarks or

indicators to measure success.

Deliverable: Working Paper #9, synthesizing the stakeholders' input and the CONSULTANT's recommendations on the evaluation methods for the countywide system. The working paper will recommend the criteria, process, and performance measures which should be utilized in periodic and ongoing evaluation of the system.

TASK 12 Prepare Implementation Strategy – Identify detailed action steps to implement the overall system, as well as steps needed to bring individual sites up on the system.

Deliverable: Working Paper #10, containing the overall design and services approach, implementation plan, proposed budget, and timeline to the Regional Continuum of Care Homeless Planning Subcommittee by January 21, 2002.

TASK 13 Provide Technical Assistance with the Initial Start-Up Operation of the System – Work with Community Information & Referral to ensure a smooth transition from the planning to implementation phase of the project. This may include assistance with start-up procedures and the hiring of personnel.

Deliverable: Working Paper #11, containing a start-up and ongoing operation plan developed in collaboration with Community Information & Referral.

DELIVERABLES

The products of this project are listed below. Each Working Paper should present information in a succinct manner with extensive use of tables, matrices and drawings. The Working Papers will be included in the final overall product documentation. An administrative draft of each working paper will be submitted in both electronic and hard copy format to the MAG Project Managers for review. Comments from the MAG Project Managers will be incorporated before the document is considered accepted and final. MAG must accept each Working Paper before the next task proceeds. The CONSULTANT will contact MAG to determine acceptable electronic formats for work products and provide any databases or spreadsheets developed for the project with the final documentation.

■ Refined Scope of Work and detailed Project Schedule.	Task 1
■ Names, affiliations, and role of Advisory Group and Subgroup members. ■ A plan for securing stakeholder input. ■ Meeting minutes within one week of each meeting.	Task 2
■ Working Paper #1, documenting the evaluation of the community readiness, the formation of the Advisory Group and Subgroups, and the development of project strategy and directives, including an assessment of the political challenges/issues to be addressed in order to implement such a system.	Task 3

■ Working Paper #2, transmitting guiding principles, vision and project statement of operational goals and objectives.	Task 4
■ Working Paper #3, transmitting information on existing HMIS Systems, reviewing the features listed above, including the Advisory Group's policy statements on each of the criteria, and recommending the off-the-shelf software and hardware to meet the community needs, vision, and established criteria.	Task 5
■ Working Paper #4, defining system requirements at the network, site, and case levels.	Task 6
■ Working Paper #5, detailing the entire infrastructure design recommendations.	Task 7
■ Working Paper #6, listing the privacy protections, data access and sharing policies, and system and maintenance requirements.	Task 8
■ Working Paper #7, recommending training, specialized services, equipment resources, staffing, and organization for both the provider agencies and the operating agency, including timing and cost.	Task 9
■ Working Paper #8, providing detailed system budget description and description of possible funding options (including likely funding resources) that could be pursued for the development and implementation of the system to the Advisory Group and Continuum of Care Regional Committee on Homelessness-Planning Subcommittee by January 21, 2002.	Task 10
■ Working Paper #9, synthesizing the stakeholders' input and the CONSULTANT recommendations on the evaluation methods for the countywide system. The working paper will recommend the criteria, process, and performance measures which should be utilized in periodic and ongoing evaluation of the system.	Task 11
■ Working Paper #10, containing the overall design and services approach, implementation plan, proposed budget, and timeline to the Regional Continuum of Care Homeless Planning Subcommittee by January 21, 2002.	Task 12
■ Working Paper #11, containing a start-up and ongoing operation plan developed in collaboration with Community Information & Referral.	Task 13

STATEMENT OF QUALIFICATIONS REQUIREMENTS

Project Cost and Schedule

The estimated time frame for this project is 8 months from the date of the notice to proceed, with intermediate deliverables due in accordance with the schedule as agreed to between MAG and the CONSULTANTS(s). Upon selection of a CONSULTANTS(S) based on qualifications, MAG will negotiate a fee for the services provided.

Statement of Qualifications Delivery

1. One original and ten (10) copies of the Statement of Qualifications must be submitted by 12:00 p.m. (Mountain Standard Time) on Thursday, August 16, 2001.

Maricopa Association of Governments
Attention: Suzanne L. Quigley
302 North 1st Avenue, Third Floor
Phoenix, Arizona 85003

Timely receipt of the Statement of Qualifications will be determined by the date and time they are received at the above address. Hand delivery is therefore encouraged. No late or facsimile or electronic copies will be accepted.

The Statement of Qualifications will be opened publicly and the name of each respondent submitting will be read at 12:30 p.m. on August 16, 2001 at the MAG Offices, Suite 200, Palo Verde Room, 302 North 1st Avenue, Phoenix, Arizona 85003.

All material submitted in response to this solicitation becomes the property of MAG and will not be returned.

2. Any questions regarding this Request for Qualifications should be directed to the MAG Project Manager, Suzanne Quigley, at MAG, 302 North 1st Avenue, Suite 300, Phoenix, Arizona 85003. Ms. Quigley may be contacted by telephone, at (602) 254-6300; by fax, at (602) 254-6490; or by email, at squigley@mag.maricopa.gov. Additional information regarding MAG activities, including Committee meeting schedules, may be found on the web site (<http://www.mag.maricopa.gov>).
3. A Respondents Conference for independent consultants and firms wishing to submit a Statement of Qualifications for the Project has been scheduled for August 6, 2001 at 10:00 a.m. in the Saguaro Conference Room, 2nd floor, 302 North 1st Avenue, Phoenix, Arizona.

STATEMENT OF QUALIFICATIONS CONTENT

It is required that the Statement of Qualifications:

1. Be limited to a maximum length of twenty (20) pages, including a cover letter, résumés, and any appendices.
2. Be prefaced by a brief statement outlining the Respondent's approach to completing the work required by this solicitation. This statement shall illustrate the Respondent's overall understanding of the project.
3. Contains an explanation of how the Respondent will carry out the objectives of the project.
4. Contains references to relevant projects carried out by the Respondent. Please define the role of your company in each of the projects cited (lead/sub)? Are the primary staff members of the projects cited still with your company? For those projects done by your company, for what part of the project was your company responsible? What percent of the total project did that constitute?
5. Includes a preliminary schedule for the project in bar-chart format. Indicate all work plan tasks and their durations. The schedule shall clearly identify project deliverable dates.
6. Contains a staffing plan for the project that includes the:
 - a. Hours required by task with estimated costs for each task.
 - b. Percent effort (time) of each team member for the contract period.
 - c. The role and level of MAG technical staff support, if any.
7. Includes Respondent's recent experience (last five years) in performing work similar to that anticipated herein. This description shall include the following:
 - a. Date of project.
 - b. Name and address of client organization.
 - c. Name and telephone number of individual in the client organization who is familiar with the project.
 - d. Short description of project.
 - e. Respondent's team members involved and their roles, including the résumés for those individuals who will make-up the Project Team and shows staff

experience in this type of project. Only those personnel assigned to work directly on the Project should be cited.

8. Each Respondents submitting Statements of Qualifications will be required to include a "*Respondent's Registration Form*" (See Appendix A) along with the statement. In addition, a "*Respondent's Registration Form*" is required to be included for each subcontractor proposed for this Project.
9. Each Respondent shall document within its Statement of Qualifications any potential conflicts of interest. A conflict of interest shall be cause for disqualifying a Respondent from consideration. A potential conflict of interest includes, but is not limited to:
 - a. Accepting an assignment where duty to the client would conflict with the Respondent's personal interest, or interest of another client.
 - b. Performing work for a client or having an interest which conflicts with this contract.
 - c. Being employed by MAG or one of its member agencies within the past three years.

MAG will be the final determining body as to whether a conflict of interest exists.
10. Provide Respondent's last financial statement and CPA Management Letter.

STATEMENT OF QUALIFICATIONS EVALUATION PROCESS

1. All Statements of Qualifications will be evaluated by an evaluation group. Evaluation criteria include the following:
 - a. Experience of the Respondent(s) (25%).
 - b. Proven track record in this area of specialization (25%).
 - c. Approach to meeting the objectives of the project (25%).
 - d. Availability of personnel throughout the project effort (5%).
 - e. Ability and commitment to complete the project within the specified time period, meet all deadlines for submitting associated work products, and insure quality control (10%).
 - f. Recognition of work priorities and flexibility to deal with change and contingencies (10%).
2. On the basis of the above evaluation criteria, selected Respondents submitting Statements of Qualifications may be interviewed prior to the selection of a CONSULTANT(S). Interviews, if necessary, will be conducted August 24, 2001 at the MAG Offices. It is highly recommended that the Respondent's Project Manager be in attendance at the interview. MAG may conduct discussions with Respondent's determined to be reasonably susceptible of being selected for award.

MAG reserves the right to:

 - a. Cancel this solicitation.
 - b. Reject any and all Statements of Qualifications and re-advertise.
 - c. Select the Respondent that, in its judgment, will best meet its needs.
 - d. Negotiate a contract that covers selected parts of the requested services, or a contract that will be interrupted for a period or terminated for lack of funds.
3. If MAG and the most qualified Respondent fail to agree during contract negotiations, negotiations with the next most qualified Respondent will be conducted until a contract award can be made to a qualified Respondent.

ADMINISTRATIVE REQUIREMENTS

1. This Request for Qualifications is for a cost-reimbursement plus fixed fee contract.
2. During the course of the Project, the CONSULTANT shall submit a monthly progress report within ten (10) working days after the end of each month until all services are provided. Each report shall include a comprehensive narrative of the activities performed during the month, an estimated percent complete for each Project task, monthly and cumulative costs by task, activities of any subcontractors, payments to any subcontractors, a discussion of any notable issues or problems being addressed, and a discussion of anticipated activities for the next month.
3. MAG shall retain ten percent (10%) of the contract amount, withheld from each invoice, as final payment until completion of the Project to the satisfaction and acceptance of the work. Final payment shall be made after acceptance of the final product and invoice.
4. An audit examination of the CONSULTANT'S records may be required.
5. The CONSULTANT that is selected will be required to comply with Titles VI and VII of the Civil Rights Act of 1964 and Executive Order 11246, entitled Equal Employment Opportunity, as amended by Executive Order 11375 and as supplemented in Department of Labor Regulations (41 CFR Part 60).
6. The CONSULTANT selected will be required to comply with MAG insurance requirements, which may include: Workers Compensation, Architects and Engineers Professional Liability insurance, Comprehensive General Liability insurance, Business Automobile Liability insurance, and Valuable Papers insurance.
7. The CONSULTANT selected is required to document any potential conflicts of interest during the contract period. A conflict of interest shall be cause for terminating a contract. A potential conflict of interest includes, but is not limited to:
 - a. Accepting an assignment where duty to the client would conflict with the CONSULTANT'S personal interest, or interest of another client.
 - b. Performing work for a client or having an interest which conflicts with this contract.
 - c. Having personnel who were employed by MAG or one of its member agencies within the past three years.

MAG will be the final determining body as to whether a conflict of interest exists.

APPENDIX A

RESPONDENT'S REGISTRATION FORM

RESPONDENT'S REGISTRATION FORM

All Respondents proposing as prime contractors or subcontractors on Maricopa Association of Governments (MAG) projects are required to be registered. **Please complete this form and return it with your response.** If you have any questions about this registration form, please call Rebecca Kimbrough, Fiscal Services Manager, (602) 254-6300.

1. GENERAL INFORMATION

Name of Firm: _____

Street Address: _____

City, State, ZIP _____

Mailing Address: _____

City, State, ZIP _____

Telephone Number: _____

Fax Number: _____

E-mail address: _____

Web address: _____

Year firm was established: _____

Check all that apply:

Is this firm a prime consultant? _____

Is this firm a sub-consultant? _____

Is this firm a certified DBE? _____

Is this firm currently debarred? _____

Is this firm currently the subject of debarment proceeding? _____

Identify specialty: _____

If so, by whom? _____

2. FINANCIAL INFORMATION

Firm's annual gross receipts (average of last 3 years):

_____ <\$300,000

_____ \$300,000 - \$599,999

_____ \$600,000 - \$999,999

_____ \$1,000,000 - \$4,999,999

_____ >\$5,000,000

Information will be maintained as confidential to the extent allowed by federal and state law. The undersigned swears that the above information is correct. Any material misrepresentation may be grounds for terminating any contract which may be awarded and initiating action under federal and state laws concerning false statements.

Name, Title

Date